

Mastergrain Limited Warranty

Our Warranty to you...

We warrant that, subject to the conditions and exclusions stated below, each door and /or sidelight slab, doorlight and/or sidelight frames (referred to as the “product”) will be free from defects in material and workmanship for the lifetime of the product which would render the product unfit for normal and recommended use and service when correctly finished and installed in a single-family residential home in the continental USA. MasterGrain Products (“MasterGrain”) warrants this product only to the first purchaser of the product for purposes other than resale, or to the original purchaser of the residence into which such door is installed. This warranty constitutes the sole and exclusive warranty offered by MasterGrain: it is not transferable, and no dealer, distributor, or representative of MasterGrain has the authority to modify or expand this warranty.

The following shall not be considered defects in material or workmanship of the “product”, and are not covered by this warranty:

1. Damage caused by improper finishing
2. Minor scratches or imperfections
3. Damage caused by exposure to acid, chemicals or fumes
4. Improper use
5. Improper installation
6. Damage due to water absorption
7. Improper pre-installation storage or shipment handling
8. Damage resulting from misapplication or faulty building design or construction, including inadequate flashings or caulking
9. Failure to follow any applicable installation, care of maintenance instructions
10. Damage caused beyond the control of MasterGrain, including but no limited to damage caused by misuse, abuse, accident, or mishandling, or by fire, flood, earthquake, hurricane, storm, tornado or other acts of God
11. Damage resulting from the installation of a non-vented storm door
12. Damage resulting from the improper installation of door hardware, door sweep, door weather-stripping, or door hinges
13. Product reinstalled after removal from its original installation
14. Altering overall dimensions of product

NOTE:

Product must be finished within 6 months of the installation date for continued warranty coverage however, door edges (sides, top and bottom) must be primed and painted or stained and top coated within the lesser of 2 weeks of installation or exposure to weather. All doors must have all 6 sides finished and the sides, top and bottom must be inspected and maintained as regularly as all other surfaces.

Mastergrain Limited Warranty

Thermal Bow

MasterGrain doors are structurally designed to resist thermal bow. The product is warranted not to lose contact with long reach weather seal given a temperature differential between outside and inside of no greater than 90° F (50°C) when door is in closed position.

NOTE:

8/0 product must be installed with a 3-point locking system.

Claims Procedure and Limit on Remedies

If a defect occurs and it's covered under this warranty, please notify Millwork 360. Include in the notice the following information:

1. Customer written claim describing in detail the nature of the defect(s)
2. Description of the door, including size, design, type and product number
3. Name and address of owner and installer/dealer
4. Proof of sale showing date of purchase

MasterGrain reserves the right to inspect any product that is alleged to be defective. MasterGrain may require that the purchaser return the product to MasterGrain for inspection or a field representative may inspect the product in the field, in which case MasterGrain must be given at least a thirty-day opportunity to do so. All freight costs to and from MasterGrain for a warranty claim are the responsibility of the purchaser.

THIS CONSTITUTES THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER ANY CLAIM OR THEORY OF LIABILITY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, ARE EXCLUDED. MASTERGRAIN SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, OR INCIDENTAL DAMAGES OF ANY NATURE INCLUDING, WITHOUT LIMITATION, LABOR COST OF ANY KIND ARISING FROM OR IN CONNECTION WITH AN ALLEGED BREACH OF ANY WARRANTY OR NEGLIGENCE ON THE PART OF MASTERGRAIN. IN NO EVENT SHALL MASTERGRAIN PAY FOR THE COST OF LABOR, INSTALLATION, REMOVAL, DISPOSAL, OR FINISHING OF A REPLACEMENT OR ORIGINAL DOOR OR GLASS PANEL OR FOR ANY OTHER COST RELATING THE REPLACEMENT OF A DOOR OR GLASS PANEL, ALL OF WHICH SHALL BE THE SOLE RESPONSIBILITY OF THE PERSON MAKING THE WARRANTY CLAIM.